

2017-2018 BUDGET QUESTION
Response to Request for Information

DEPARTMENT: Austin Code

REQUEST NO.: 162

REQUESTED BY: Tovo

DATE REQUESTED: 9/5/17

DATE POSTED: 9/11/17

REQUEST: As a follow up to FY 2018 Budget Question No. 95, please provide more information about Austin Code's five proposed "Education and Collaboration" FTEs. What is the estimated salary for each FTE? What are the specific duties and responsibilities for each FTE? How are these duties currently assigned and executed within Code's existing communications and education budget? Additionally, please provide a line-item breakdown of Code's communications and education budget.

RESPONSE:

Beginning in FY 2017-18, the focus of the existing public information program will shift to proactive community engagement. The existing unit will focus on engaging residents and stakeholder groups across the city in an ongoing dialogue to help identify emergent community needs, measure the quality and effectiveness of our services, and assist the department in making strategic and informed policy and operational decisions. In addition to the Public Information unit, the department will create the proposed Code Education and Collaboration unit to provide enhanced technical code education, proactive neighborhood collaboration, and information referrals.

The two units are budgeted separately. The following table is the Public Information Program's Proposed FY 2017-18 line item budget:

Unit	Unit Name	Object Code	Description	Proposed FY 18 Budget Amount
8785	Public Information	5001	Regular wages - full-time	\$294,653.00
8785	Public Information	5005	Overtime	\$0.00
8785	Public Information	5006	Temporary employees	\$0.00
8785	Public Information	5026	Stability pay	\$2,500.00
8785	Public Information	5051	Personnel savings	\$0.00
8785	Public Information	5133	Phone allowance	\$2,940.00
8785	Public Information	5185	Insurance-health/life/dental	\$59,040.00
8785	Public Information	5190	FICA tax	\$18,605.00
8785	Public Information	5191	Medicare tax	\$4,352.00

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8785	Public Information	5196	Contribution to employees ret	\$53,038.00
8785	Public Information	5860	Services-other	\$0.00
8785	Public Information	6415	Postage	\$0.00
8785	Public Information	6450	Advertising/publication	\$0.00
8785	Public Information	6452	Printing/binding/photo/repr	\$0.00
8785	Public Information	6531	Seminar/training fees	\$700.00
8785	Public Information	6532	Educational travel	\$700.00
8785	Public Information	6558	Professional registration	\$700.00
8785	Public Information	6632	Memberships	\$700.00
8785	Public Information	6633	Subscriptions	\$0.00
8785	Public Information	7454	Educational/promotional	\$0.00
8785	Public Information	7478	Clothing/clothing material	\$1,600.00
8785	Public Information	7500	Office supplies	\$2,000.00
8785	Public Information	7510	Computer supplies	\$0.00
8785	Public Information	7580	Software	\$0.00
8785	Public Information	7610	Minor computer hardware	\$0.00
Total				\$441,528.00

As noted above, Austin Code will create a Code Education and Collaboration unit to provide enhanced customer services including: technical code education, proactive neighborhood outreach, and information referrals.

Proposed Code Education and Collaboration Program Staff

Job Title	Number of New FTEs	FY 18 Personnel Cost
Code Compliance Inspector C	2	\$177,914
Customer Solutions Coordinator	1	\$97,243
Neighborhood Liaison	1	\$82,163
Job Title	Number of Existing FTEs	Personnel Cost
Neighborhood Liaison	1	\$86,882
Total	5	\$444,202

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"Code Connect Line"	Enhanced Customer Service
<p>Staffing Requirements:</p> <ul style="list-style-type: none"> • 2.0 Senior Inspectors • Bilingual Skills- Preferred 	<p>A dedicated phone line accessible to the public 5 days/week through 3-1-1. The goal is to improve work efficiency and productivity for field inspectors by shifting property owner case related phone inquiries to the dedicated customer phone line. Field inspectors will continue to provide initial code education on site. Property owners and the inquiring public will be provided:</p> <ul style="list-style-type: none"> • Direct phone access to experienced Code inspectors who are knowledgeable and skilled in interpreting and applying city ordinances that pertain to: <ul style="list-style-type: none"> ○ Property maintenance ○ Land use ○ Zoning ○ Applicable fines and penalties • Educate residents on the process for quasi-judicial and judicial hearings/proceedings. • Real-time code case reviews including interpretation of case findings and related property information through the use of automated information tools, e.g. AMANDA, Google Earth, and other city GIS tools. • Inter-department and inter-agency information and referrals. • General complaint resolution.
<i>Web-based Interactive Code Education Program</i>	<i>Enhanced Customer Service</i>
<p>Staffing Requirement:</p> <ul style="list-style-type: none"> • 1.0 Customer Solutions Coordinator 	<p>The department proposes to design and launch an easy-to-access, and easy to understand web-based technical code education program for the public. The goal is to increase basic awareness and understanding of local code requirements, and the code enforcement process. The website will offer:</p> <ul style="list-style-type: none"> • 24/7 online access to local code information. • Graphically depicted "click and learn" formatted modules explaining the basic steps to attain code compliance on the top 15-20 most common code violations. • Bilingual/translation tools for written materials. • Quick links to "Code Connect Line" and other key websites. • Downloadable print materials. • <u>Future Vision:</u> Add narrated educational modules with graphically illustrated steps to code compliance for work without permit, short-term rentals, required license commercial uses, identifying substandard and dangerous conditions, unsanitary conditions, junked and abandoned vehicles, tall

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	weeds/grass, prohibited signs, common zoning (land use), and other common violations.
Proactive Neighborhood Collaboration	Enhanced Customer Service
Staffing Requirement: <ul style="list-style-type: none">• 1.0 Neighborhood Liaison (<i>new</i>)• 1.0 Neighborhood Liaison (<i>existing staff</i>)• Bilingual Skills- Preferred	<p>Austin Code proposes to expand our capacity to proactively outreach, plan and collaborate with neighborhood residents, community and civic groups interested in partnering with Austin Code to improve code education and overall neighborhood conditions. Specifically, services will include:</p> <ul style="list-style-type: none">• Code education and neighborhood pride rallying events.• Neighborhood improvement initiatives, e.g. Spirt of East Austin, Colony Park neighborhood improvements.• Facilitate Inter-agency partner initiatives to increase awareness and promotion neighborhood-wide health, quality of life, safety, and neighborhood appearance.• Identify and connect individuals and neighborhoods with available community assets and social services resources.• Neighborhood Liaisons will work with property owners to proactively address concerns related to pervasive code violations and make recommendations for community improvement, prior to any enforcement actions.